

## **Immediate Services Program Crisis Counseling Assistance and Training Program**

### **Supplemental Instructions for the Standard Application Format**

These supplemental instructions describe the purpose of each section of the *Immediate Services Program (ISP) Standard Application Format* and provides instruction on completing the application and required forms and worksheets. The instructions are most useful when reviewed simultaneously with the *ISP Standard Application Format*. The application format and supplemental instructions are cross-referenced with corresponding page numbers.

The *ISP Standard Application Format* consists of a signature sheet and the following five parts:

- **Part I: Geographic Areas and Initial Needs Assessment** includes the areas within the designated disaster area (county) for which services will be provided, an estimate of the number of disaster victims requiring assistance, and an explanation of special circumstances related to the disaster that may increase the need for crisis counseling services;
- **Part II: Local Resources and Capabilities** describes the local resources and capabilities, and an explanation of why these resources cannot meet the estimated disaster crisis counseling needs;
- **Part III: Response Activities from Date of Incident** describes response activities from the date of the disaster incident to the date of the application submission;
- **Part IV: Plan of Services** includes a list of service providers and a plan of services to meet the identified needs, including plans for staffing, training, and staff support; and
- **Part V: Budget** includes a format for a budget that is integrated with the needs assessment and program plan.

### **Signature Sheet**

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**Where to Find the Coversheet in the Immediate Services Application:** The signature sheet is page one of the application.

## Part I: Geographic Areas and Initial Needs Assessment

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**Purpose:** There are six required elements for the ISP application. The first two elements are:

1. The geographical areas within the designated disaster area for which services will be provided; and
2. An estimate of the number of disaster victims requiring assistance.

To simplify the application process, these elements have been combined into Part One of the application. Consequently, the application includes a total of five parts in contrast to the six required elements of the regulations.

The first element of the regulations requires the county to disclose which areas will be served by the Immediate Services project. The second element requires that the county assess the needs and determine how many disaster victims will be assisted. This information has been streamlined for the pilot application and can be provided by using the Needs Assessment Formula developed by CMHS. In addition, because special circumstances and crisis counseling needs may not be captured through the needs assessment formula, the application format provides space for an anecdotal description of crisis counseling needs and special circumstances surrounding the disaster. Applicants are strongly encouraged to provide some narrative description of needs.

The needs assessment provides the foundation for all grant program activities under the Crisis Counseling Assistance and Training Program. Because the timeframe for developing an ISP application is very limited, applicants must rely on the best available information available during the initial aftermath of the disaster.<sup>1</sup> The most reliable data on disaster damage generally will come from the FEMA Preliminary Damage Assessment, which can be provided by the FEMA Human Services Officer responsible for the disaster response. Other important sources of information on crisis counseling needs may include the State Emergency Management Agency, voluntary agencies such as the American Red Cross, and media sources. In addition, any crisis counselors and other human service workers deployed by the county or other public agencies in the immediate aftermath of a disaster may provide information on crisis counseling needs not revealed through the damage assessment formula.

**Where to find Part I in the Immediate Services application:** Part I begins on page 2 of the application

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<sup>1</sup> If the county intends to apply for a Regular Services Grant application, it is important to note the Regular Services Grant application will require a much more detailed needs assessment.

**Instruction:** Part I of the application format is divided into three sections: A) Geographic Areas to be Served and Estimated Need, B) Needs Assessment Formula, and C) Description of Crisis Counseling Needs and Special Circumstances. Instructions for completing each section are provided separately below.

### **A. Geographic Areas to be Served and Estimated Need**

All applicants are required under Federal regulation to identify the areas within the Presidentially declared disaster area for which services will be provided. County Mental Health Disaster Coordinators should use data from all available sources to identify areas most in need of crisis counseling services. They must also demonstrate that available services within the existing mental health system are not sufficient to meet those needs.

The service areas defined by the county must stay within the boundaries established by the Presidential declaration and the areas must be clearly defined in the application. It is recommended that a map of the service area be attached to the application. The FEMA reviewers are required to verify that the Immediate Services project is only providing services in areas declared by the President. If a map is provided, they will be able to compare it to their map of Presidentially declared areas.

The area to be served needs to be listed on the left hand column of the table provided under the text box entitled “A. Geographic Areas and Estimated Need.” This table is provided on page 2 of the Standard Application Format. The right hand column of the table requires that the applicant enter an estimate of the number of disaster victims requiring assistance. These estimates are developed using the CMHS Needs Assessment formula, which is described on the following page.

### **B. Needs Assessment Formula**

The CMHS Needs Assessment Formula Sheet provides a simple methodology for estimating potential crisis counseling needs based on the number of deaths, injuries, damaged or destroyed homes, and other disaster losses documented in the community. This formula serves as the foundation of the Immediate Services Application and can help in identifying geographic service areas for the program and staffing needs.

#### How to complete the CMHS Damage Assessment Formula:

FEMA and the Governor’s Office of Emergency Services conduct a Preliminary Damage Assessment (PDA) following the disaster. The information is updated as new information is collected. Make sure to use the most current data available the day the formula is completed. Damage assessment can change rapidly.

The CMHS Needs Assessment Formula is provided in a chart format on page 3 of the Standard Application format and can be modified electronically. The left hand column of the chart entitled “Loss Categories” identifies major types of loss that may result in crisis counseling needs. These needs are listed in the chart as follows:

<b>Loss Categories</b>
Type of Loss
Dead
Hospitalized
Non-Hospitalized injured
Homes destroyed
Homes "major damage"
Homes "minor damage"
Disaster unemployed (Others—Specify)

These loss categories generally correspond to categories of data collected by FEMA and the Governor's Office of Emergency Services during the Preliminary Damage Assessment. Data on the last category (Disaster Unemployed) may be available from FEMA and may change significantly during the ISP period.

The second column of the chart, entitled "Number of Persons" should be completed using data from the Preliminary Damage Assessment. If FEMA Preliminary Damage Assessment data have not been collected in this disaster, the State should identify alternate sources of data that may be used. These may include data from the American Red Cross or data from the Governor's Office of Emergency Services. If the county is using any data that is not provided by FEMA, this should be identified clearly in the application by citing the source of the information.

The second column of the chart below has been completed with sample data:

<b>Loss Categories</b>	<b>Number of Persons</b>
Type of Loss	Number
Dead	25
Hospitalized	250
Non-Hospitalized injured	15
Homes destroyed	1000
Homes "major damage"	3000
Homes "minor damage"	5000
Disaster unemployed (Others—Specify)	200

Once Preliminary Damage Assessment Data have been entered into the chart, final numbers are determined by a formula, multiplying the numbers from the preliminary

damage assessment by the average number of persons per household (ANH) in the impacted area and then multiplying this number by the percentage estimated to need and access crisis counseling services. The Average Number of persons per household is a number available from the Census Bureau. If the county is unable to determine the ANH for the identified service area, then use the national average figure of 2.5. Using this average figure, the sample data in the example have been multiplied in the following chart. This number has been multiplied by the “At-Risk Multiplier” which is provided in the chart.

**Example:**

<b>Loss Categories</b>	<b>Number of Persons</b>	<b>ANH</b>	<b>Range Estimated</b>	<b>Total</b>
Type of Loss	Number	Multiply by ANH [2.5]	At-Risk Multiplier	Number of persons targeted per loss category
Dead	25	62	100%	62
Hospitalized	250	625	35%	219
Non-hospitalized Injured	10	25	15%	4
Homes destroyed	1000	2500	100%	2500
Homes “Major Damage”	3000	7500	35%	2625
Homes “Minor Damage”	5000	12500	15%	1875
Disaster Unemployed (Others--Specify)	200	500	15%	75
<b>Total estimated persons in need of crisis Counseling services (add total column)</b>				<b>7360</b>

In this example, according to the damage assessment formula, the total number of people estimated to need crisis counseling services within the identified service area would be 7360. This number in the far right hand column is a simple estimate that can be used in developing an initial program plan.

**C. Description of Crisis Counseling Needs and Special Circumstances**

Section C of Part I provides an opportunity for the county to document any crisis counseling needs or special circumstances not identified though the Damage Assessment Formula. For many disasters the CMHS formula provides a reasonably accurate estimate of the need and sufficient information for planning an Immediate Services project. However, if the county determines that the worksheet underestimates the need, additional methods of gathering and reporting information may be applied to document a more accurate needs assessment.

In addition, disaster damage information is not always available within 14 days following a declaration. If an area has been evacuated and is inaccessible, the Federal, State, and local emergency managers may not be able to do a damage assessment until after the application due date. If no disaster damage data is available, the county will have to provide a narrative description of the disaster crisis counseling needs. In such cases, The crisis counseling needs of people evacuated and sheltered, as well as all other disaster victims, should be described in narrative form.

#### Examples of Special Circumstances

Some examples of special circumstances that might be described in this section include the following:

- Large numbers of community residents undergoing a dangerous or traumatic evacuation (e.g. older adults evacuated from a senior nursing home); and
- Large numbers of residents directly exposed to a traumatic event (e.g. school children in a building directly impacted by a tornado).

#### Special Population Needs

To complete a ISP grant application, counties are required to conduct a comprehensive assessment of need, including a detailed assessment of the needs of special populations groups that may be especially vulnerable to disaster effects, or who may have unique needs, such as children, older adults, ethnic and cultural groups, rural populations. During the initial needs assessment process conducted in the immediate aftermath of the disaster, it may not be possible to obtain detailed information on all populations impacted. Therefore, applicants for ISP grants are not expected to submit detailed demographic information on the impacted population. However, applicants should provide any available information regarding special population needs that may impact the design and implementation of the ISP. Information on special population needs may be obtained from key informant interviews with community leaders, administrators, and service providers who have been active in the disaster response.

#### Examples of Special Population Needs

Some examples of special population needs that should be described in Section C would include the following:

- A brief description of generally-available information about unique cultural issues in the impacted community that may present special needs (e.g. language issues that may present a need for bilingual outreach workers and bilingual educational materials); and
- A brief description of unique characteristics of the impacted area that may impact the delivery of services (e.g. largely rural and isolated populations impacted by the disaster requiring more difficult outreach).

## **Part II: Local Resources and Capabilities**

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**Purpose:** The regulations require that the ISP application provide “a description of the local resources and capabilities, and an explanation of why these resources cannot meet the need.” The Federal government is required to verify that the needs are beyond State and local resources and capabilities, before Federal funds may be awarded.

**Where to find Part II in the application:** Part II is located on page 5 of the standard application provided in this package.

**Instruction:** Briefly describe the local mental health system. Other issues that may be addressed include the following:

- What role does managed care play?
- Who are the clients served by the county and local providers?

Keep your description brief. Explain why these resources cannot meet the needs of disaster victims. Does the county set aside funds for disaster programs? Are crisis counseling services beyond the county and local providers normal scope of services? Would ongoing crisis counseling efforts cause a reduction of resources to other key mental health programs without federal assistance?

## **Part III: Response Activities from Date of Disaster Incident**

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**Purpose:** The fourth required element of the Immediate Services application in the regulations is “description of response activities from the date of the disaster incident to the date of the application.” The response information reported in Part III of the application is used by FEMA and CMHS to verify that the reimbursement costs from the date of incident to the date of the application are reasonable and appropriate.

**Where to find Part III in the Immediate Services Application:** Part III is on page 6 of the application.

**Instruction:** In order to be reimbursed for costs from the date of incident to the date of the application, the county must document what crisis counseling services have been provided and justify the costs. Expenses incurred in providing these services must be documented at the end of the application in the budget section. CMHS recommends that the local service providers play an active role in completing Part III. This is an opportunity to demonstrate to FEMA and CMHS that the local service providers are offering crisis counseling services that are in compliance with the scope and limits of the Immediate Services grant.

In the best-case scenario, the crisis counseling staff is documenting services offered from the date of the incident. If this is the case, Part III will be easy to complete. Describe the types of services provided and the number of recipients. Displaying numbers in a table is helpful. If there were delays in providing services following the disaster incident and few or no crisis counseling services can be reported, explain what caused the delay and measures taken to assure immediate services will be implemented.

Unless there are unusual situations related to crisis counseling services the county wants to convey to FEMA and CMHS in detail, this section should be no more than one page. The description in the section should be limited to crisis counseling services provided to date by service providers in the application.



## Part IV: Plan of Services to Meet the Identified Needs

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**Purpose:** The fifth required element of the ISP application is “a plan of services to meet the identified needs.” The application divides the plan of services into service providers, staffing plan, organizational structures, job descriptions and types of services.

**Where to find Part IV in the Immediate Services Program Application:** Part IV is on pages 7 - 11 of the ISP Application format. Part IV is the longest section and is broken down as follows:

- A. Service Providers (page 7)
- B. Staffing Plan (page 8)
- C. Organizational Structure (page 9)
- D. Job Descriptions (page 10)
- E. Brief Plan of Services (page 10)
- F. Training (page 11)

### Instruction for Service Plan:

#### A. Service Providers

This section describes service providers and is located on page 7 of the application. The county must provide the Federal government with information on the agencies or organizations that will be providing crisis counseling services. The county will also identify which designated area(s) each service provider has been assigned. The designated areas should be based on the information on service areas provided in Part I of the Immediate Services application.

Most commonly, service providers in the Crisis Counseling Assistance and Training Program are community mental health agencies with which the county has a pre-existing organizational relationship. If qualified potential service providers have not been selected and trained prior to a disaster, the county will have to work closely with each service provider to familiarize them with the procedures and requirements of the program.

In the ISP Standard Application Format, service provider information should be entered in the chart provided. Applicants may add or delete rows from the table, depending on the number of service providers included in the project. The names, addresses, and contact information for each service provider should be provided in the left hand column. The service area for each service provider should be provided in the center column. These service areas should correspond with the service areas identified in Part I of the application. In some instances, more than one service provider may be identified for a service area. For example, one service provider may have credibility with a particular cultural group or community and may provide targeted outreach. In instances where more than one service provider is identified for a service area, the roles, target populations, and coordination mechanisms for each service provider should

be clearly identified and described in “Section E. Brief Plan of Services,” which is provided later in the application.

For each service provider, if a project manager has been identified, his or her name should be provided in the right hand along with contact information. If the project manager has not been identified, applicants should provide the name of the agency director and indicate that the project manager has not yet been identified.

## **B. Staffing Plan**

The number of staff required for the Immediate Services project is reported as follows for each service provider:

1. the number of supervisors/team leaders;
2. the number of outreach workers/crisis counselors; and
3. the number of fiscal and administrative staff.

This number is further broken down to show the number of in-kind positions that will be supported by the county or local agencies. A table has been provided on page 7 of the ISP Standard Application format to list this information. The county may elect to use this format or may modify based on personnel titles or categories used in the county. The staffing plan must correspond with personnel expenses identified later in the program budget.

In this section of the ISP application, applicants may report numbers in terms of full-time staff equivalents (FTE). For example, if one full-time and one half-time staff will be hired, report that 1.5 FTE staff will be hired.

## **C. Organizational Structure**

As noted on page 9 of the ISP Standard Application Format, a simple organizational chart for the project is required. If an organizational chart cannot be developed on computer software in time for the Immediate Services application, applicants should provide a simple hand-drawn chart and attach to the end of the application document. In addition, applicants with complex organizational structures should provide a very brief description of organizational and supervisory structure for the project.

## **D. Job Descriptions**

Job titles and descriptions are provided here as guidance for the county and may be revised or replaced. The county may elect any of three following options:

1. Accept the descriptions provided in this section and “cut and paste” this information into the application and customize to meet county needs;
2. Submit different job descriptions for approval by FEMA as part of the application; or If a county elects to “cut, paste, and modify” job descriptions from this format, a statement must be included in the application indicating that these descriptions are

applicable within the county system and appropriate personnel categories have been identified for each service provider.

Because job descriptions are important for effective program management, FEMA and CMHS strongly recommend that these job descriptions should be customized to address the service system within the county. More detailed descriptions of roles and responsibilities in the ISP are available in the CMHS Program Guidance entitled Staff Roles and Services within Crisis Counseling Programs, available online at [www.mentalhealth.org/cmhs/EmergencyServices](http://www.mentalhealth.org/cmhs/EmergencyServices)

#### Optional Job Descriptions

The following job descriptions are optional and may be inserted into page 9 of the application and modified to address specific county concerns. The county may elect to add or delete responsibilities as appropriate or replace these job descriptions with their own.

### ? ***"Cut, Paste, and Modify"***

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#### **Crisis Counseling Project (CCP) Manager**

*Duties:* Lead coordinator for the crisis counseling response at the county level. Ensures adequate and appropriate staffing & training, complies with Federal/State/local reporting requirements, responsible for fiscal tracking/monitoring, liaison to other disaster services agencies to ensure non-duplication of services. Regularly conducts site visits to providers, accompanies crisis counselors as an observer to ensure that appropriate services are delivered.

#### **CCP Assistant Manager**

*Duties:* Depending on the size and scope of the disaster and subsequent staffing requirements, an assistant may be needed to complete the duties as outlined above.

#### **CCP Fiscal/Contracts Coordinator**

*Duties:* It is very important to ensure that funds are monitored and tracked so that funds are used efficiently and effectively. This person reviews program budget modifications.

#### **CCP Team Leader**

*Duties:* This person leads the crisis counseling response in the field for whatever size team is assigned. Usually, this person is a mental health professional. Depending on the size and scope of the disaster, providers may have more than one team leader on staff.

#### **Crisis Counselors/Outreach Workers**

*Duties:* Crisis counselors may have a bachelor's degree or less in a specialty that may or may not be related to counseling or they may be mental health professionals. Crisis counselors/outreach workers have strong intuitive skills about

people and how to relate well to others. They possess good judgment, common sense, and are good listeners. Crisis counselors/outreach workers will conduct outreach, counseling, education, provide information and referral services, and work with individuals, families and groups.

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### **E. Brief Plan of Services**

The basic services provided through the Crisis Counseling Assistance and Training Program includes outreach, crisis counseling, assessment, and services to groups. During the first 14 days after a Presidential disaster declaration, the overall plan of services is likely to focus primarily on outreach and crisis counseling services. Therefore service plans may be relatively general during the ISP phase. However, the plan of services should address issues identified in the needs assessment, such as any special population needs in the impacted community. If the county has identified service needs that are likely to result in a continuing, longer-term Regular Services Program, the plan of services under the ISP will form the foundation for the longer-term Regular Services Program response.

Examples of the types of services that may be provided in the ISP are provided below. In developing an ISP application, a county may “cut and paste” all or portions of these descriptions and modify to show how these types of services will be implemented within the disaster.

#### Examples of Types of Services in a ISP

The following descriptions characterize services most frequently funded by the ISP. Portions of these descriptions may be “cut, pasted, and modified” to address specific disaster plans in the county.

### **? “Cut, Paste, and Modify”**

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**Individual Crisis Counseling Services** assist disaster survivors in understanding their current situation and reactions, reviewing their options, addressing their emotional support and linking with other individuals and agencies that may assist them. During individual services, crisis counselors are active listeners who provide emotional support.

**Group Crisis Counseling Services** involve providing/facilitating support groups, meeting with citizens, working in classrooms with affected students, working with affected teachers and administrators after school, discussing disaster-related issues with families, assisting people in understanding their current situation and reactions, reviewing their options, addressing their emotional support and linking with other individuals and agencies who may provide assistance. Groups may be facilitated by a mental health professional, a paraprofessional or the group members themselves.

**Education Services** include the distribution or presentation of information on the project or crisis counseling-related topics. Educational information may be provided through brochures, flyers posted in public areas, mailings and training to human service personnel such as the clergy or teachers. The media is often a partner in providing information through Public Service Announcements, newspaper articles and advertisements. Educational information may also be provided to groups of people. The key difference between group education services and group crisis counseling services is that project staff present information to groups rather than facilitate the sharing of experiences between members of the group.

**Referrals** are a key component of the ISP. In most disasters, the majority of survivors have needs that can be met by short-term, relatively informal interventions. However, in some circumstances, some disaster survivors may need long-term, more formal mental health services that are beyond the scope of the ISP. Survivors requiring longer-term, more formal mental health treatment should be referred to an appropriate agency or licensed mental health professional. Some disaster recovery needs may be more physical, structural or economical in nature and addressing these issues is outside the scope of the ISP (Refer to CCP-PG-04 for additional information). In these instances, ISP staff plays a key role in referring survivors to specific disaster services available through FEMA Teleregistration, the State, and voluntary agencies such as the American Red Cross, the Salvation Army, Interfaith Disaster Recovery Services and Unmet Need Committees.

As indicated above, the county may include modified descriptions of these types of services in the brief ISP plan. If the county will be offering services other than described above, it will be important to provide a description of the services with an explanation.

In addition, the Brief Plan of Services should describe how staff will be deployed to provide the types of services described above. The plan should describe strategies for targeting those identified as in need of services, including special population groups identified in the needs assessment. The plan should also briefly outline any quality control methods in place to assure that appropriate services to disaster survivors and staff support mechanisms are available.

## **F. Training**

A description of training plans is requested on page 11 of the application. It is divided into the following two sections: 1) Selection of Trainers; 2) Training Content and 3) Dates of Training. Applicants may respond using “check boxes” indicating whether qualified trainers are available in the State. FEMA training policy places a priority on use of trainers from within the State who have experience with the ISP.

### Selection of Trainers

The first section on trainers asks the county to determine if there are professionals within the State who can provide the training free of cost or if a referral for a ISP trainer is needed. If the State has a trainer or trainers identified the names should be listed. It is also recommended that a resume be included as an attachment.

### Training Content

The second section on training content asks the county to determine if the training outline provided in the CMHS guidance will be used or if the county will develop an outline for the training. If the county develops an outline, it should be attached. CMHS has developed a training manual and program guidance that can be used. Program guidance and the training manual, entitled Training Manual for Mental Health and Human Services Workers in Major Disasters, 2<sup>nd</sup> Edition, can be obtained from the CMHS clearinghouse and is available online at the following website:  
[www.mentalhealth.org/cmhs/EmergencyServices](http://www.mentalhealth.org/cmhs/EmergencyServices)

### Dates of Training

The third section requests dates of training. If possible, applicants should identify the specific dates during which ISP training will take place. If training dates have not been finalized, projected dates of training should be identified.

## Part V: Budget

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**Purpose:** The sixth and final element of the Immediate Services application required by the ISP regulation is the budget. ISP regulations require “a detailed budget, showing the cost of proposed services separately from the cost of reimbursement for any eligible services provided prior to application.” It is important to note the regulation states that the budget for proposed services must be separated from reimbursement costs and that the budget must be detailed.

**Where to find Part V in the Immediate Services Application:** Part V is on page 12 of the ISP Standard Application Format.

**Instruction:** The regulatory requirement for the budget is met by completing three types of budget worksheets:

1. An overall summary of costs;
2. Individual budgets for each service provider and the county; and
3. A narrative justification of costs.

CMHS has developed a sample spreadsheet that is available for use in completing the budget. This pre-formatted spreadsheet, referred to as the Budget Estimating and Reporting Tool (BERT) includes tips on FEMA budget policies. It can be downloaded on-line from the CMHS website.

**Note:** Before completing any of the three budget forms, it is strongly recommended that applicants review the CMHS Program Guidance entitled Fiscal Guidelines for the Crisis Counseling Assistance and Training Program (CCP-PG-06). This guidance is available on the CMHS website: [www.mentalhealth.org/cmhs/EmergencyServices](http://www.mentalhealth.org/cmhs/EmergencyServices)

### Immediate Services Program Summary of Costs for Entire Project

Page 13 of the application is a summary of all of the worksheet's submitted by the county and service providers. The interim and projected costs are combined in one document. In the actual application submission, it is recommended that this overall summary of costs be provided as the first page of the budgets.

### Instructions for Budget Narrative

The budget narrative (pages 16-17 of the application format) provides the required narrative that details and justifies the types of expenditures. The budget narrative is used by CMHS and FEMA to assure all costs are allowable and appropriate. In developing a budget narrative, the county should provide basic information to convey the rationale for budget figures. As a supplemental program, FEMA does not fund a line item category for indirect costs. All projected costs for the project must be carefully documented and explained. Indirect costs are commonly an in-kind contribution to the program.

**Question 1. How were salary levels and fringe benefits determined? Were they based on comparable positions in the local area? (If not, explain why.)**

The county is required to confirm that the salaries and fringes are based on comparable positions in the local area. If the costs are based on comparable positions, the county should answer yes and in one or two sentences describe the comparable positions. If the answer is no, the county needs to describe why salaries/fringe benefits differ from comparable positions. For example, some counties do not provide fringe benefits to temporary hires. Thus, ISP staff may be hired at a slightly higher rate to compensate for not receiving fringe benefits.

**Question 2: Complete the table on consultants.**

The compensation must be in compliance with FEMA policy as described in the *Immediate Services Allowable and Appropriate Costs* matrix. Trainers traveling from out-of-state should be included in the consultant category.

**Question 3. List types of items included in supplies (i.e., cell phones, computers, beepers, etc.).**

Office supplies do not have to be listed as specific item types (i.e., pens, pencils, paper). Any supply item that is not normally stocked in a typical business office should be listed. Each piece of equipment to be purchased must be listed. Also list equipment that will be offered by the agency for use in-kind (*computers, mobile phones, pagers, fax, copier*) and whether some equipment may be available from county warehouses or donated by a local corporation.

**Question 4: List the types of travel expenses (i.e., mileage, rental cars) and confirm the costs are based on established county rates.**

The general calculations behind travel figures should be provided. For example, if local travel is based on reimbursement for mileage, the rate of reimbursement and estimated number of miles should be listed. If rental cars will be used, justify the need in 1-2 sentences.

**Question 5. Complete the table on Trainers.**

The compensation must be in compliance with FEMA policy as described in the *Immediate Services Allowable and Appropriate Costs* matrix in the ISP Fiscal Guidance. Trainers traveling from out-of-state should be included in the consultant category.

**Question 6. List and describe the types of expenditures included in the media/public information category.**

Expenses for pamphlets, flyers, and handouts should be documented. Media expenses for recruitment should be listed. For print ads and broadcast time regarding the availability of crisis counseling services, FEMA advises that programs seek donations as a public service for space and airtime announcements. If this is not possible, provide a detailed explanation for additional media needs related to the program plan.